CSC Adopted: October 2001 , CSC Revised: _____

Class Title: Software Analyst

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Provides technical functional oversight and responsibility for the implementation and ongoing maintenance and support of an automated management information system. Provides guidance and direction to end-users. Performs special projects as assigned.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Provides software support by analyzing functional application documentation, analyzing internal functional requirements, developing specifications, communicating and reviewing specifications with programming staff, ensuring system functional accuracy, performing testing, performing fit analysis, determining and recommending customizations and/or redesign, researching and resolving production issues, and functioning as functional security administrator.
2	S	Provides informational support by developing software training manuals and documentation, conducting training, interpreting local, state and federal laws, policies and procedures, providing guidance, information and direction.
3	S	Performs other duties by participating on various special project teams, providing reports and data, participating in and recommending process redesign, responding to requests and resolving problems, creating multimedia presentations, and acts as a strategic business partner, identifying improvements in programs, and creating, reviewing and analyzing reports.
4	{	Serves as functional liaison between assigned department and Information Technology during upgrades and fixes, and processes and monitors work requests.

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Three years experience in major phases of technical personnel management or software development.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read technical manuals, trade journals, legal documents, training manuals, system documentation, policies and procedures and management correspondences.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division including basic statistical computations of data and percentages.
Writing	Work requires the ability to write functional system documentation, business process flow, training materials, procedures, Requests for Proposals, memos and internal correspondences.
Managerial	Managerial responsibilities include planning and managing multiple, complex projects and tasks and developing work plans.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a unit of a department and may recommend budget allocations.
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, vendors, programmers, and sales representatives.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.

This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Training, presentations, office equipment, filing
Sitting	F	Computer, desk work, meetings, driving
Walking	O	Inter-office, to/from meetings, to/from office equipment
Lifting	O	Reports, books, manuals, supplies, binders, files
Carrying	O	Reports, books, manuals, supplies, binders, files
Pushing/Pulling	O	File cabinet drawers, carts, chair
Reaching	F	Binders, books, manuals
Handling	F	Reports, books, manuals, supplies, binders, files
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	N	
Crouching	N	
Crawling	N	
Bending	O	Retrieving files, manuals
Twisting	O	Retrieving files, manuals
Climbing	N	
Balancing	N	
Vision	C	Computer, desk work, driving, reading
Hearing	C	Staff, supervisor, customers, telephone, meetings
Talking	F	Staff, supervisor, customers, telephone, meetings
Foot Controls	R	Driving
Other (specify)	N	

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Telephone, calculator, copy machine, shredder, computer, People Soft, Standard Microsoft Windows and Office software, Crystal, CITRIX, Control-D, TPX

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never

HEALTH AND SAFETY		ENVIRONMENTAL FACTORS		PRIMARY WORK LOCATION	
Mechanical Hazards	N	Dirt and Dust	N	Office Environment	X
Chemical Hazards	N	Extreme Temperatures	N	Warehouse	--
Electrical Hazards	N	Noise and Vibration	N	Shop	--
Fire Hazards	N	Fumes and Odors	N	Vehicle	--
Explosives	N	Wetness/Humidity	N	Outdoors	--
Communicable Diseases	N	Darkness or Poor Lighting	N	Other (see 2 below)	--
Physical Danger or Abuse	N				
Other (see 1 below)	N				

(1)
(2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.

NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	N

(3)